



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

WENDY L. WATANABE
CHIEF DEPUTY

August 22, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ALLEN'S TEEN
CARE, INCORPORATED, SITE 1 AND SITE 2 GROUP HOMES**

We have completed a review of Site 1 and Site 2 Group Homes (Group Home or Agency) operated by Allen's Teen Care, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Site 1 and Site 2 Group Homes are each six-bed facilities, which provide care for girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Site 1 Group Home was providing services for four DCFS children. Site 2 Group Home was providing services for five DCFS children.

Allen's Teen Care Group Homes are located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

The Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Allen's Teen Care Site 1 and Site 2 need to include all members of the treatment team in the development and implementation of the Needs and Services Plans, maintain current authorizations for all children taking psychotropic medication and provide children with healthy, balanced meals and snacks that include a variety of fresh fruits and vegetables. The Group Homes also need to provide an appropriate reward system, allow children private visits, allow children to make and receive private telephone calls and to receive unopened correspondence/mail, ensure that children's on-going clothing inventories are of adequate quantity, and to allow children to spend their weekly allowances as they choose.

Site 1 Group Home needs to clean the bathtub, replace the toilet seat, repair and recaulk the bathroom wall tiles and maintain comprehensive Needs and Services Plans that include short and long term goals.

Site 2 Group Home needs to repair or adjust windows throughout the house, clean or paint the kitchen ceiling, clean or replace the wall paper in the dining area, clean the bird cage in the living room and clean the bathroom floor.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:jdh

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Bill Allen, Executive Director, Allen's Teen Care, Incorporated
Public Information Office
Audit Committee

**Allen's Teen Care
Site 1 Group Home
1174 West Grovecenter Street
Covina, California 91722
Telephone: 626.915.1334
License Number: 191592289
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

Site 1 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. The common quarters are neat. However, the bathtub is stained, the toilet seat is worn, and the tiles on the bathroom wall are lifting and not properly caulked.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Allen's Teen Care Group Home management:

- a. Clean the bathtub.**
- b. Replace the toilet seat.**
- c. Repair and re-caulk the bathroom wall tiles.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, all members of the treatment team are not included in the development or implementation of the NSPs. The NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Allen's Teen Care Group Home management:

- a. Include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.
- b. Develop comprehensive Needs and Services Plans that include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children are also provided with opportunities to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, the Group Home does not have current court authorizations for four of the children that are taking psychotropic medication.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendation

3. Allen's Teen Care Group Home management maintain current court authorizations for all children taking psychotropic medication.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to attend religious services of their choice. However, children are not able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors.

Children report that the discipline policies are consistently enforced. However, children report that the consequences for inappropriate behavior are not fair and appropriate.

Children are not satisfied with quality of the meals and are not offered snacks daily. The meals are not balanced and do not include a variety of fresh fruits and vegetables.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

4. Allen's Teen Care Group Home management:

- a. Provide children with opportunities to make and receive personal telephone calls, send and receive unopened mail, and have private visitors.**
- b. Review the current reward system and revise appropriately as needed.**
- c. Provide children with healthy, balanced meals and daily snacks that include a variety of fresh fruits and vegetables.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality. However, all children do not have sufficient quantities of clothes.

The Group Home provides children with the required minimum weekly allowance. However, children report that the Group Home saves some of their allowance money without giving them a choice.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

5. Allen's Teen Care Group Home management:

- a. Maintain sufficient quantities of clothes for all children.**
- b. Allow children to always spend their allowances as they choose.**

**Allen's Teen Care
Site 2 Group Home
545 North Elspeth Way
Covina, California 91722
Telephone: 626.915.6134
License Number: 191592915
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

Site 2 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. The common quarters are neat. However, parts of the kitchen ceiling are stained and the wall paper in the dining area is dirty. The bird cage in the living room has a foul odor.

Children's bedrooms are generally well maintained. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The rooms are orderly and have age-appropriate personalized decorations. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Allen's Teen Care Group Home management:

- a. Clean or paint the kitchen ceiling.**
- b. Clean or paint the wall in the dining area.**

c. Clean the bird cage.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive, and include short and long term goals. However, all members of the treatment team are not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. Allen's Teen Care Group Home management include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, the Group Home does not have current authorizations for two of the children that are taking psychotropic medication.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendation

3. Allen's Teen Care Group Home management maintain current court authorizations for all children taking psychotropic medication.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to attend religious services of their choice. However, children are not able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors.

Children report that the discipline policies are consistently enforced. However, children report that the consequences for inappropriate behavior are not fair and appropriate.

Children are not satisfied with quality of the meals and are not offered daily snacks. The meals are not balanced and do not include a variety of fresh fruits and vegetables.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

4. Allen's Teen Care Group Home management:

- a. Provide children with opportunities to make and receive personal telephone calls, send and receive unopened mail, and have private visitors.**
- b. Review the current reward system and revise appropriately as needed.**
- c. Provide children with healthy, balanced meals and daily snacks that include a variety of fresh fruits and vegetables.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality. However, all children do not have sufficient quantities of clothes.

The Group Home provides children with the required minimum weekly allowance. However, children report that the Group Home saves some of their allowance money without giving them a choice.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

5. Allen's Teen Care Group Home management:

- a. Maintain sufficient quantities of clothes for all children.**
- b. Allow children to spend their allowances as they choose.**

*Allen's Teen Care, Incorporated**A non-profit childrens facility specializing in residential care for girls aged 13 - 18*

1174 West Grovecenter Street
 Covina, California 91722
 (626) 915-1334

545 North Elsworth Way
 Covina, California 91722
 (626) 915-6134

May 27, 2007 (original)
 June 24, 2007 (Revised)
 July 13, 2007 (Revised)

ALLENS' TEEN CARE, INC. Site I
 1174 WEST GROVECENTER ST.
 COVINA, CALIFORNIA 91722
 626-915-1334
 LICENSE NUMBER: 191592289
 RATE CLASSIFICATION LEVEL 8

| <u>DEFICIENCIES</u> | <u>CORRECTION ACTION PLAN</u> |
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| #1 <u>Facility and Environment</u> | |
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| Correction: A | |
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| The residents' bathtub has been scrub and cleaned by maintenance personal. This will be monitored on a daily schedule by the group home staff. | |
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| The toilet seat in the residents' bathroom has been replaced with a new one by maintenance personal. Any further maintenance will be monitored by the group home Administrator. | |
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| The tile has be sanded and re-caulked in the residents' bathroom by the maintenance personal. The person responsible for maintaining the condition and up keep is the Director of the group home. The Administrator will oversee this person. | |
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| #2 <u>Program Services</u> | |
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| Correction: A | |
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| The Therapists will collaborate with the Childrens Social Worker, and with all persons necessary to enact the treatment plan such as: Facility Staff, Administrator, Educational personal, | |
|--|--|

"Success does not come instantly - it is a series of small steps"

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1174 West Grovecenter Street
Covina, California 91722
(626) 915-1334

Allen's Teen Care, Correction Action Plan

545 North Elsiebeth
Covina, California 91
(626) 915-6

psychiatrist, therapist etc. The plan will include short and long term goals. The Facility Administrator will oversee and carry out this plan.

#5 Psychotropic Medication

Correction: A

Court Psychotropic Authorizations will be maintained in a timely manner. All Psychotropic Authorizations will be placed in each residents file. The facility psychiatrist will be responsible for faxing the authorizations to the courts. The group home Administrator will follow up with the courts and social workers to insure that the facility receives the Authorization back with a court log number, in a timely manner.

#6 Personal Rights

Correction: A

All residents will have the opportunity to make and receive private telephone calls to and from her social worker, probation officer, attorney, family members, friends and any other agency that are involved with the minors' case. All residents will be allowed to send and receive unopened mail. All residents will be given the opportunity to have privacy for unmonitored visitors. If for any reason the residents' telephone calls, visits or mail need to be monitored, it will be stated in their Needs and Services Plan under a court order. The Facility Manager will be responsible for overseeing this area. The Administrator will oversee the Facility Manager and insure that each residents' personal rights are not violated.

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1174 West Grovescenter Street
Covina, California 91722
(626) 915-1334

Allens' Teen Care, Correction Action Plan

345 North Elspeth W
Covina, California 9171
(626) 915-615

Correction: B

The reward system will be reviewed as needed by the staff, administrator, director and residents to agree upon the rewards each resident receives. The higher the level the more rewards a resident receives. Including off ground walks by themselves, and unsupervised store visits, football and basketball games unsupervised. The Facility Manager will be in charge of this and the Administrator will oversee this person.

Correction: C

The facility will see that menus will have foods and snacks that are satisfying and that are of nutritional value for the residents.

Each resident is encouraged to participate in the meal planning choices. The residents are encouraged to select foods that are healthy and balanced. The Director is responsible and oversees the menu planning process.

#7 Clothing and Allowance

Correction: A

Each month a staff will conduct a monthly clothing count, for each resident. It is then charted and a list of clothing are marked down as to what the resident wants and needs for the month. This is kept in a clothing ledger. This assigned staff takes the resident shopping for her new items. The staff encourages the residents to purchase clothing of appropriate sizing.

The Facility Manager is responsible to oversee the staff.

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Allen's Teen Care Site 1 Grovecenter

Allens' Teen Care, Incorporated

A non-profit childrens facility specializing in residential care for girls aged 13 - 18

1174 West Grousecenter Street
Covina, California 91722
(626) 915-1334

345 North Elsiebeth Way
Covina, California 91722
(626) 915-6134

Allens' Teen Care, Correction Action Plan

Correction: B

Residents are given a weekly allowance. Each resident is then given the opportunity if she chooses to put a portion of her allowance aside in a savings account. If she chooses not to save her money she then may spend her money as she chooses. The staff will suggest and encourage the resident to spend her money wisely. If she chooses to put a portion aside for savings, they may do so. This is logged and the resident signs a log book and receipt book. If she chooses not to save her money she then may spend her money as she chooses. The staff will suggest and encourage the resident to spend her money wisely. The persons responsible for this are the Facility Manager and staff. The Administrator will oversee this area.

If you have any questions or need additional information, please do not hesitate to contact Linda Allen, Administrator at 626-915-6134.

Sincerely Yours In Caring,
Linda Allen
Linda Allen, Administrator
Allens' Teen Care, Inc.

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*Allen's Teen Care, Incorporated**A non-profit childrens facility specializing in residential care for girls aged 13 - 1*1174 West Grousecenter Street
Covina, California 91722

(626) 915-1301

May 27, 2007 (Original)

June 24, 2007 (Revised)

545 North Elspeth
Covina, California
(626) 5ALLENS' TEEN CARE, INC. Site I
545 N. ELSPETH WAY
COVINA, CALIFORNIA 91722
626-915-6134
LICENSE NUMBER: 191592915
RATE CLASSIFICATION LEVEL 8DEFICIENCIESCORRECTION ACTION PLAN#1 Facility and Environment

Correction: A

The kitchen walls and ceiling have been washed and are in a clean and sanitary fashion. The staff and maintenance personnel are responsible for the cleanliness of the kitchen. The Director will oversee this area.

Correction: B

The dining room walls have been painted and new borders have been put on all corners of the walls. This was completed by the maintenance personnel. The Director will oversee the facility maintenance.

Correction: C

The bird cage has been cleaned. At the present time the facility has no birds. The Facility Manager will oversee that the cage will be cleaned and the environment kept sanitary. This will be done on a weekly basis, or as often as needed, if in the future the facility does have birds once again.

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1174 West Grousecenter Street
Covina, California 91722
(626) 915-1334

945 North Elspeth Way
Covina, California 91722
(626) 915-6131

Allen's Teen Care, Correction Action Plan

#2 Program Services

Correction: A

The Therapists will collaborate with the Childrens Social Worker, and with all persons necessary to enact the treatment plan such as: Facility Staff, Administrator, Educational personal, psychiatrist, therapist etc. The Facility Administrator will oversee and carry out this plan.

#5 Psychotropic Medication

Correction: A

Court Psychotropic Authorizations will be maintained in a timely manner. All Psychotropic Authorizations will be placed in each residents file. The facility psychiatrist will be responsible for faxing the authorizations to the courts. The group home Administrator will follow up with the courts and social workers to insure that the facility receives the Authorization back with a court log number, in a timely manner.

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(626) 915-1334

Allen's Teen Care, Correction Action Plan

545 North Elspeth
Covina, California
(626) 915-

#6 Personal Rights

Correction: A

All residents will have the opportunity to make and receive private telephone calls to and from her social worker, probation officer, attorney, family members, friends and any other agency that are involved with the minors' case. All residents will be allowed to send and receive unopened mail. All residents will be given the opportunity to have privacy for unmonitored visitors. If for any reason the residents' telephone calls, visits or mail need to be monitored, it will be stated in their Needs and Services Plan under a court order. The Facility Manager will be responsible for overseeing this area. The Administrator will oversee the Facility Manager and insure that each residents' personal rights are not violated.

Correction: B

The reward system will be reviewed as needed by the staff, administrator, director and residents to agree upon the rewards each resident receives. The higher the level the more rewards a resident receives. Including off ground walks by themselves, and unsupervised store visits, football and basketball games unsupervised. The Facility Manager will be in charge of this and the Administrator will oversee this person.

Correction: C

The facility will see that the menus will have foods and snacks that are satisfying and that are of nutritional value for the residents.

Each resident is encouraged to participate in the meal planning. The residents are encouraged to select foods that are healthy and balanced. The Director is responsible and oversees the menu planning.

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